



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Health Information Professional	
Position Number	Community	Division/Region
48-5401	Yellowknife	Health Records / Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Health Information Professional ensures that personal health information is available, accurate and complete for healthcare providers, and is responsible for the confidentiality of personal health information including any authorized or unauthorized disclosure of health information which may pose a threat to the Northwest Territories Health and Social Services Authority. Also, this position is responsible for data integrity which includes maintaining and assuring the accuracy and consistency of health information over the entire life cycle of a patient's medical history.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄chǔ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-Indigenous. Health and social services include the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̄chǔ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire NWT. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.



Stanton Territorial Hospital (Stanton) is an accredited facility, located in Yellowknife, and is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. Stanton provides health care services to adults and children on an inpatient/ outpatient and outreach basis in order to restore health with dignity. Stanton maintains a tobacco free environment within the building and throughout the property, recognizing the health hazards associated with tobacco in the workplace, both to smokers and non- smokers alike.

Located in Yellowknife, the Health Information Professional (HIP) reports to the Territorial Manager, Health Records, and is responsible for accurate and timely maintenance of Health Records/personal health information, and for providing health record services in a manner consistent with Government of the Northwest Territories (GNWT) legislation for both paper and electronic records.

The HIP position is an expert reference for technical information and operational support for health information and health information management, and will be responsible for coding and abstracting inpatient, day surgery, emergency and outpatient records, as well as maintaining the Med2020 reporting system.

This role requires the incumbent to review health records with sustained attention to detail, ensuring accurate release of information, identification and correction of charting errors, and protection of third-party information through redaction in compliance with the *Health Information Act (HIA)*. This role also requires the ability to transition quickly from focused record review to assisting clients, staff, and responding to high volumes of phone inquiries at the Release of Information office. Decisions about the release of health information can have serious impacts. The pressure of ensuring accuracy in coding, as errors can lead to financial losses or compliance issues. For this reason, work must be of the utmost level of accuracy.

Accurate ICD-10-CA and abstracting is imperative as the information collected is used for Stanton statistics, funding, as well as reported nationally to Canadian Institute for Health Information (CIHI). CIHI returns statistical health information to originating hospitals and also releases health information reports to the public based on the ICD-10-CA coding.

The HIP is responsible for performing both qualitative and quantitative analyses of all hospital discharges and for responding to requests for the disclosure of health information in compliance with the *Health Information Act (HIA)*. This role is accountable for ensuring that information requests and responses are handled promptly and in accordance with Territorial Information and Privacy legislation.

The HIP is privy to detailed confidential personal health information and will ensure record security, data integrity and record completion in compliance with organizational policies and deadlines, medical bylaws, policies, and GNWT privacy legislation.



The incumbent will be required to perform complex tasks requiring intense concentration while simultaneously being mentally prepared for regular interruptions. Concentration may be affected by interruptions and may impact work. The incumbent is faced with tight deadlines and job priorities are frequently challenged by new priorities.

The incumbent will comply with all NWT Acts and regulations and Accreditation Canada's standards required for organizational practices.

RESPONSIBILITIES

1. Responsible for coding and abstracting inpatient, day surgery, emergency and outpatient records.

- Identify the appropriate IC0-10 CA and CCI codes to use in order to make appropriate interpretations of clinical documentation.
- Apply knowledge of medical and surgical terminology, anatomy, pathology, physiology, pharmacology including national and territorial coding standards.
- Update and test the Med2020 data reporting system to ensure updated Canadian Institute for Health Information (CIHI) codes, coding rules and abstract changes have been applied by the vendor.
- Submit and tests data files with CIHI yearly.
- Create discharge abstract data files and submit monthly patient data files to the CIHI prior to submission deadlines.
- Ensure CIHI correction files are created and sent to CIHI to meet year-end deadline.
- Maintain and regularly update the new Healthcare Providers database within Med2020.
- Export all hospital visit records from the ADT (Admission, Discharge, Transfer) System and import them into Med2020.

2. Perform accurate health record management and data integrity.

- Action and resolve data integrity issues including patient duplicates and patient overlays in eHealth systems.
- Perform qualitative and quantitative analysis to ensure personal health information is completed in an accurate and timely manner.
- Notify other areas such as Registration, Laboratory and Diagnostic Imaging, Administrators and the Data Integrity Coordinator of data integrity discrepancies.
- Ensure that personal health Information discrepancies are updated and corrected in ADT (Admission, Discharge, Transfer) system as necessary.

3. Ensure the confidentiality of personal health information.

- Ensure that legal, ethical and professional responsibilities regarding health information privacy and data security are adhered to.
- Manage and action *Access to Information and Protections of Privacy (ATIPP)* requests according to information and privacy legislation.



- Ensure that industry's best practices (Federal and Northwest Territories Health and Social Services Authority) are followed.
- Formal HIA Access Request: Review requests for completeness, and if required assist clients/applicants in order to effectively fulfill the formal HIA access request for information, or to correct information, while adhering to strict timelines.
- Interpret the HIA legislation to identify potential risks of releasing information by determining the validity of authorization and/or type of request (i.e. documentation from insurance companies, RCMP, Workers' Safety and Compensation Commission (WSCC), law firms, unions, and requests from patients, doctors, hospitals, and other healthcare facilities); and verify patient or request or identity.
- Comply with *ATIPP* when responding to information requests from lawyers, RCMP, insurance companies, patients and all other internal and external stakeholders.
- Identify inappropriate information requests and provide professional response directly to the party requesting the information.
- Create and maintain a database to track the fulfilment of access to information requests, remaining current as to the status and deadlines of each, and fulfilling any associated statistical reporting.

4. Provide health record services.

- Perform qualitative and quantitative analysis ensuring physician documentation (discharge summary, operative report, history and physical, consultation are complete and signed off.)
- Communicate medical record completion deadlines with physicians, residents, nurses, nurse practitioners and other health care professionals.
- Serve as a resource for coding and data integrity issues.
- Identify data integrity issues with a full understanding of the complexity and interdependencies of electronic source systems, and identify data flow problems that arise from both manual and automated data collection sources.
- Assist in the retrieval of medical records when required or requested for medical studies or chart reviews.
- Provide transcription duties as required.

WORKING CONDITIONS

Physical Demands

The role requires frequent handling of large and heavy patient charts, prolonged periods of flipping through charts and holding them while reading or coding, the constant downward positioning of the head and neck when reviewing documentation, and the sustained attention to detailed records while maintaining these postures. The incumbent performs file cranking of record banks, involving repetitive reaching, turning, and physical effort to retrieve files, as well as standing for extended periods and the sustained use of the arms, shoulders, and upper body.



Environmental Conditions

No unusual conditions.

Sensory Demands

A prolonged need for sensory attention is necessary in order to analyze detailed information.

Mental Demands

The scope of work can involve politically sensitive issues and tight deadlines with a high degree of intensity. The individual may also be exposed to sensitive and disturbing information associated with the analysis and severing of personal records.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire and apply knowledge and understanding of NWT Electronic Health Systems, data integrity standards and classification systems.
- Knowledge relating to the complexity and interdependence of electronic source systems and data flow regarding manual and automated data collection.
- Knowledge, understanding, and ability to interpret and apply Acts, regulations and legislation for the security of patient information.
- Knowledge of privacy and confidentiality practices and the release of patient information, and the ability to maintain citizen privacy and confidentiality.
- Ability to acquire knowledge of relevant GNWT policies, directives and procedures that govern GNWT Health Information and electronic health systems in both paper and electronic systems.
- Computer skills and knowledge including word processing, database applications and electronic health systems.
- Skills relating to research methodologies and health information analysis.
- Analytical skills that include the ability to interpret health information and perform statistical analysis.
- Ability to identify, establish and maintain cooperative relationships with internal and external stakeholders, team members and other healthcare professionals.
- Ability to guide, mentor and provide supportive direction to new employees.
- Ability to perform other relevant role tasks assigned by Supervisor/Manager.
- Ability to anticipate, recognize, interpret, assess and identify appropriate solutions to issues in a timely manner.
- Ability to monitor and evaluate HI flow and HI discrepancies.
- Ability to communicate effectively in writing and verbally to a variety of audiences.
- Ability to work under minimum supervision in order to meet scheduled deadlines and manage priorities and prioritize tasks.
- Ability to apply sensitivity and tact in responding to and handling client concerns.



- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A diploma in Health Information Management and one (1) year of experience working in HIM. Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices is required.

Current active membership with the Canadian Health Information Management Association (CHIMA). Participation in mandatory Continuing Professional Education (CPE) program, as defined by the governing regulations, in order to continue to use the professional designation.

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness and Sensitivity Training, Biohazardous Waste, Biosafety & Biosecurity, Infection Prevention and Control, Workplace Hazardous Materials Information System (WHIMS), and others directly related to the incumbent's scope of practice.

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:
Basic (B) Intermediate (I) Advanced (A)
WRITING SKILLS:
Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: Select language

- Required
- Preferred